



Australian Government

Aged Care Quality and Safety Commission

National Aged Care Provider Conference 2023

# Working together – our journey through aged care reform and regulation

8 – 9 June 2023 | Melbourne Convention and Exhibition Centre

Photo gallery – highlights





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Aged Care Quality and Safety Commission

Working together  
for better aged care





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Health Care Quality and Safety Commission

Together  
and care





PLENARY  
CAFE

National Ageing Care Provider Conference 2019  
Working together - our journey through  
aged care reform and regulation

**Juliette Purrett**  
Empowered Ageing  
Western Australia  
Group 1

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**Meredith Coote**  
Empowered Ageing  
New South Wales  
Group 1

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**Jeannie-Marie Noyce**  
Hillsdale Brains  
New South Wales  
Group 2

The Australian Government  
is reforming aged care.



Let's change  
aged care  
together.

Visit the Aged Care  
Engagement Hub  
to get involved.



 **FECCA**  
FEDERATION OF ETHNIC COMMUNITIES  
COUNCILS OF AUSTRALIA

The Voice of  
Multicultural  
Australia

  
Australian Multicultural  
Cooperative



The Australian Government  
is reforming aged care.



change  
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[AgedCareEngagement.health.gov.au](https://agedcareengagement.health.gov.au)

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FEDERATION OF ETHNIC COMMUNITIES'  
COUNCILS OF AUSTRALIA

The Voice of  
Multicultural  
Australia



Australian Multicultural  
Health Collaborative

OUR CULTURES  
OUR LANGUAGES  
OUR HEALTH

[www.multiculturalhealth.org.au](http://www.multiculturalhealth.org.au)

An initiative of



Federation of





## Program Overview

- Every single leader within aged care plays a vital role in delivering safe and quality care to older Australians. The Governing for Reform in Aged Care program (GFR) offers learning and professional development for leaders of aged care providers for free.
- The program provides participants with a tailored learning pathway allowing in-depth learning into critical leadership and governance challenges in the aged care sector, as they apply to their own unique context.
- Participants have the opportunity to build their skills in their capability areas through seven learning options, such as online modules, webinars, live workshops and podcasts.
- The program aims to improve participant knowledge and skills in aged care governance and provide the ability to lead cultural change, alongside helping build a network of peers and set strategies for continuous improvement.

## Capability framework



Scan the QR code and tap 'Enrol Now'

Any questions? All-#Agedcaregovernance

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## Program Pathway

### FUNDAMENTALS OF GOVERNING FOR REFORM



Governing for Reform in Aged Care

The Australian Government is reforming aged care.

FECCA

Australian Multicultural Health Collaborative

Let's change aged care



**ACCPA**

Aged & Community Care Providers Association





reform

### Program Overview

- Seven single-visit whole-of-government working tables and an advisory table will be held over the course of the program.
- The program provides a structured platform for senior government officials, industry and government leaders, and government agencies to meet and discuss their priorities.
- Helpdesk how the program will be supported through a dedicated helpdesk, website, and social media channels.
- The program aims to improve the quality of government services and to build a network of peers and get strategies for business improvement.

### Ability framework



ACCPA

Jenna Harding

Andrew Duncan

Andrew Duncan







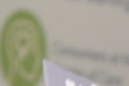
Department of Health and Human Services

Community Commission

Pro

FUN

Care Learning

















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Provider Conference 2023

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aged care reform  
and regulation

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National Aged Care Provider Conference 2018  
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APRIL DONG  
Member  
New South Wales  
www.nsw.gov.au

GRANT WANG  
Member  
New South Wales  
www.nsw.gov.au



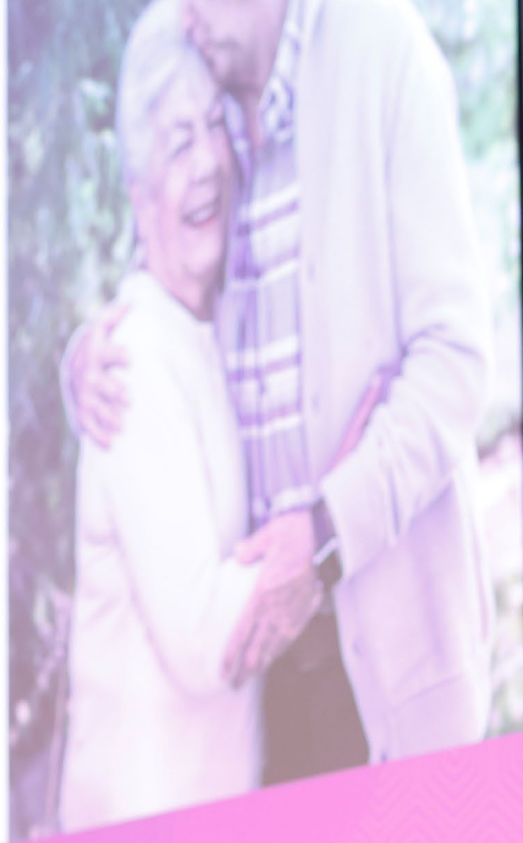
Logo on the purple background screen.

...nce 2023  
...rough

National Audit Care Provider Conference 2023  
Healthcare - and beyond through  
digital transformation and automation  
**Anthony Speed**  
National Audit Care Provider Conference 2023

## Outline

- How the Commission engages with providers
- What proportionate regulation looks like in practice
- The dual regulatory approach of the Commission
- The identification and management of risk
- The shift towards a risk-based preventative approach to regulation.







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[www.agedcare.gov.au](http://www.agedcare.gov.au)



Inspector General of Aged Care



# Provider and Consumer Panel Session

## Speakers:

Carmen Rocchia - Executive Manager Business Strategy and Innovation  
Queen Victoria Care

Lisa Peterson PSM - Assistant Commissioner, Sector Capability

Jacqui Marden - Chief Executive Officer, Queen Victoria Care

Rachel Argaman - Chief Executive Officer, Opal Healthcare

Caryn Farber - Customer Insights Manager, Opal Healthcare



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### Session outline

- Stronger Standards, Better Aged Care Program context
- Program of work
- Strengthened Quality Standards Pilot Project
- Strengthening the Standards – what is changing
- Evidence framework
- Sector support



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A woman in a dark suit and glasses is speaking at a podium on a stage. The podium features a sign that reads "National Aged Care Provider Conference 2023". Behind her is a large purple backdrop with a white geometric pattern and the Australian Government logo. To the left, there are several black chairs and a small table with water bottles. A vertical sign on the far left of the stage reads "2 Care Excellence 2023".



NSW Health Quality and Safety Commission  
Working together and learning through  
shared experience and expertise

**Emma Jobson**  
Aged Care Quality and Safety  
Commissioner  
New South Wales

NSW Health Quality and Safety Commission  
Working together and learning through  
shared experience and expertise

**Joshua...**  
...



Working Together for Better Care  
Annual and Live Health Conference 2023  
Working Together - and Progress Through  
Digital and Data  
Ali  
Ali Ebrahimi  
People First Healthcare  
Work  
Group 3







